Dell 27 Curved Gaming Monitor -S2721HGFA

User's Guide

Model: S2721HGFA
Regulatory model: S2721HGFt

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

Copyright © 2023 Dell Inc. or its subsidiaries. All rights reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners.

2023 – 04

Rev. A00

Contents

Safety instructions 5

About your monitor 6

Package contents 6

Product features 7

Identifying parts and controls 8

Front view 8

Back view 9

Bottom view 10

Monitor specifications 11

Resolution specifications 12

Preset display modes 13

Electrical specifications 14

Physical characteristics 15

Environmental characteristics 16

Pin assignments 17

Plug-and-Play 19

LCD monitor quality and pixel policy 19

Ergonomics 20

Handling and moving your display 22

Maintenance guidelines 24

Cleaning your monitor 24

Setting up the monitor 25

Connecting the stand 25

Using the tilt and vertical extension 28

Connecting your monitor 29

Organizing your cables 30

Securing your monitor using Kensington lock (optional) . . . 30

Removing the monitor stand 31

Wall mounting (Optional) 32

Operating the monitor 33
Turning on the monitor 33
Using the joystick control 33
Using the rear-panel controls 34
Using the On-Screen Display (OSD) menu 36
Accessing the menu system 36
OSD warning messages 46
Locking the rear-panel control buttons 49
Setting the maximum resolution 50
Troubleshooting 51
Self-test 51
Built-in diagnostics 53
Common problems 54
Product specific problems 56
Appendix 57
FCC notices (U.S. only) and other regulatory information . . . 57
Contacting Dell 57
EU product database for energy label and product information sheet 57

Safety instructions

Use the following safety guidelines to protect you monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that shipped with your monitor.

NOTE: Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

WARNING: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.

WARNING: The possible long-term effect of listening to audio at high volume through the headphones (on monitor that support it) may cause damage to your hearing ability.

- Place the monitor on a solid surface and handle it carefully. The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystals of the display.
- Connect the power cable from the monitor to a wall outlet that is near and accessible. See **Connecting your monitor**.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

For information on safety instructions, see the Safety, Environmental, and Regulatory Information (SERI) document that is shipped with your monitor.

About your monitor

Package contents

Your monitor ships with the components shown in the table below. If any component is missing, contact Dell. For more information, see **Contact Dell**.

NOTE: Some components may be optional and may not ship with your monitor. Some features may not be available in certain countries.

	Display
	Stand riser
	Stand base
	Power cable (varies by country)
	HDMI cable

	• Quick Start Guide • Safety, Environmental, and Regulatory Information

Product features

The **Dell S2721HGFA** monitor has an active matrix, Thin-Film Transistor (TFT), Liquid Crystal Display (LCD), and LED backlight. The monitor features include:

- 68.47 cm (27 in.) viewable area (Measured diagonally) 1920 x 1080 (16:9) resolution, plus full-screen support for lower resolutions.
- Color gamut of 72% NTSC, CIE 1931, and 83% NTSC, CIE 1976.
- Digital connectivity with DisplayPort and HDMI.
- Tilt and height adjustment capabilities.
- Removable pedestal stand and Video Electronics Standards Association (VESA™) 100 mm mounting holes for flexible mounting solutions.
- Plug and play capability if supported by your computer.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Game enhanced features such as Timer, Frame Rate Counter and Dark Stabilizer in addition to enhanced game modes such as FPS, MOBA/RTS, SPORTS, or RPG , and 3 additional game modes to personalize your preferences.
- Power and OSD buttons lock.
- Security lock slot.
- Stand lock.
- ≤ 0.3 W in Standby Mode.
- NVIDIA® G-SYNC® Compatible Certification and AMD FreeSync™ Premium Technology minimizes graphic distortions like screen tearing and stuttering for smoother, fluid gameplay.
- Premium Panel Exchange for peace of mind.
- Optimize eye comfort with a flicker-free screen and ComfortView feature which minimizes blue light emission.

⚠ **WARNING: The possible long-term effects of blue light emission from the monitor may cause damage to the eyes, including eye fatigue, digital eye strain, and so on. ComfortView feature is designed to reduce the amount of blue light emitted from the monitor to optimize eye comfort.**

Identifying parts and controls

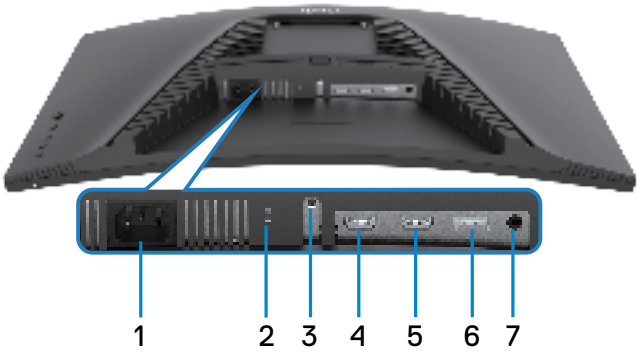
Front view

Label	Description	Use
1	Power LED indicator	Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in Standby Mode.

Back view

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm-behind attached VESA cover)	Wall mount monitor using VESA-compatible wall mount kit (100 mm x 100 mm).
2	Regulatory label	Lists the regulatory approvals.
3	Stand release button	Releases stand from the monitor.
4	Joystick	Use it to control the OSD menu.
5	Function buttons	For more information, see **Operating the monitor**.
6	Barcode, serial number, and Service Tag label	Refer to this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
7	Cable-management slot	Use to organize cables by inserting them through the slot.

Bottom view



Label	Description	Use
1	Power connector	Connect the power cable (shipped with your monitor).
2	Security lock slot	Secures monitor with security cable lock (sold separately).
3	Stand lock	Lock the stand to the monitor using a M3 x 6 mm screw (screw not included).
4	HDMI port (HDMI 1)	Connect your computer with the HDMI cable (shipped with your monitor).
5	HDMI port (HDMI 2)	Connect your computer with the HDMI cable (shipped with your monitor).
6	DisplayPort	Connect your computer with the DisplayPort cable.
7	Headphone port	Connect a headphone

Monitor specifications

Screen type	Active matrix - TFT LCD
Panel Type	VA
Aspect ratio	16:9
Viewable image dimensions	
Diagonal	684.70 mm (27 in.)
Active Area	
Horizontal	596.74 mm (23.49 in.)
Vertical	335.66 mm (13.21 in.)
Area	200301.7 mm^2 (310.30 $in.^2$)
Pixel pitch	0.3108 mm x 0.3108 mm
Pixel per inch (PPI)	81.59
Viewing angle	
Horizontal	178° (typical)
Vertical	178° (typical)
Brightness	350 cd/m² (typical)
Contrast ratio	3000 to 1 (typical)
Curvature	Curvature 1500R
Display screen coating	Anti-glare treatment of the front polarizer (3H) hard coating
Backlight	LED edgelight system
Response Time (Gray to Gray)	8 ms (Fast mode) 6 ms (SuperFast mode) 4 ms (Extreme mode) 1 ms (MPRT mode) **NOTE: In Extreme mode, slight artifacts may be encountered due to overdriving for fast speed and responsiveness. Use Super Fast/Fast mode for optimal front of screen experience and game play.**
Color depth	16.7 million colors
Color gamut*	72% NTSC, CIE 1931, and 83% NTSC, CIE 1976

Connectivity	• 1 x DisplayPort 1.2 port • 2 x HDMI 1.4 port • 1 x Audio headphone port (3.5 mm jack)
Border width (edge of monitor to active area)	
Top	7.70 mm
Left/Right	7.70 mm
Bottom	20.80 mm
Adjustability	
Height adjustable stand	100 mm
Tilt	-5° to 21°
Cable management	Yes
Dell Display Manager (DDM) Compatibility	Easy Arrange and other key features
Security	Security lock slot (cable lock sold separately)

* At panel native only, under Custom Mode preset.

Resolution specifications

Resolution specifications	HDMI	DisplayPort
Maximum preset resolution	1920 x 1080 at 144 MHz	1920 x 1080 at 144 MHz
Horizontal scan range	30 kHz to 170 kHz	
Vertical scan range	48 Hz to 144 Hz	
Video display capabilities (HDMI & DisplayPort alternate mode)	480p@60Hz, 576p@50Hz, 720p@50Hz, 720p@60Hz, 1080p@50Hz, 1080p@60Hz，1080p@120Hz	

Preset display modes

Display Mode	Horizontal Frequency (kHz)	Vertical frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/ Vertical)
VGA 720 x 400	31.47	70.08	28.322	-/+
VGA 640 x 480	31.47	59.94	25.175	-/-
VESA 640 x 480	37.5	75	31.5	-/-
VESA 800 x 600	37.88	60.317	40	+/+
VESA 800 x 600	46.88	75	49.5	+/+
VESA 1024 x 768	48.36	60.004	65	-/-
VESA 1024 x 768	60.02	75.029	78.75	+/+
MAC 1152 x 864	67.5	75	108	+/+
CVT 1280 x 800	49.7	59.81	83.5	+/+
VESA 1280 x 1024	64	60.02	108	+/+
VESA 1280 x 1024	80	75.02	135	+/+
VESA 1366 x 768	47.7	59.79	85.5	+/+
VEST 1680 x 1050	65.29	59.954	146.25	+/+
CVT 1920 x 1080	67.5	60	148.5	+/+
1920 x 1080	137.26	119.982	285.5	+/+
1920 x 1080	166.608	144	339.88	+/+

Electrical specifications

Video input signals	• Digital video signal for each differential line Per differential line at 100 ohm impedance • DisplayPort /HDMI signal input support
Input voltage/ frequency/current	100-240 VAC / 50 or 60 Hz ± 3 Hz / 1.5 A (maximum)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)
Power Consumption	0.3 W (Off Mode)[1] 0.3 W (Standby Mode)[1] 18.4 W (On Mode)[1] 46 W (Max)[2] 18.76 W (P_{on})[3] 59.11 kWh (TEC)[3]

[1] As defined in EU 2019/2021 and EU 2019/2013.

[2] Max brightness and contrast setting.

[3] P_{on}: Power consumption of On Mode measured with reference to Energy Star test method.

TEC: Total energy consumption in kWh measured with reference to Energy Star test method.

This document is informational only and reflects laboratory performance. Your product may perform differently, depending on the software, components and peripherals you ordered and shall have no obligation to update such information. Accordingly, the customer should not rely upon this information in making decisions about electrical tolerances or otherwise. No warranty as to accuracy or completeness is expressed or implied.

Physical characteristics

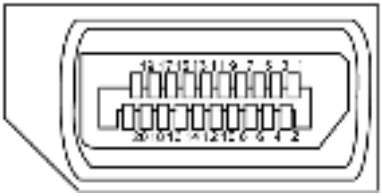
Connector type	· One DisplayPort · Two HDMI 1.4 ports · One headphone port
Signal cable type	HDMI 1.8 m cable
Dimensions (with stand)	
Height (extended)	493.2 mm (19.42 in.)
Height (compressed)	393.0 mm (15.50 in.)
Width	608.4 mm (23.95 in.)
Depth	190.4 mm (7.49 in.)
Dimensions (without stand)	
Height	364.1 mm (14.34 in.)
Width	608.4 mm (23.95 in.)
Depth	96.3 mm (3.79 in.)
Stand dimensions	
Height (extended)	386.0 mm (15.20 in.)
Height (compressed)	337.0 mm (13.30 in.)
Width	230.2 mm (9.06 in.)
Depth	190.4 mm (7.49 in.)
Weight	
Weight with packaging	8.86 kg (19.53 lb)
Weight with stand assembly and cables	5.6 kg (12.34 lb)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	4.06kg (8.95 lb)
Weight of stand assembly	1.54kg (3.4 lb)

Environmental characteristics

Compliant Standards	
• RoHS Compliant • BFR/PVC Free monitor (excluding external cables) • Arsenic-Free glass and Mercury-Free for the panel only	
Temperature	
Operating	0°C to 40°C (32°F to 104°F)
Non-operating	–20°C to 60°C (–4°F to 140°F)
Humidity	
Operating	10% to 80% (non-condensing)
Non-operating	5% to 90% (non-condensing)
Altitude	
Operating	5,000 m (16,404 ft) (maximum)
Non-operating	12,192 m (40,000 ft) (maximum)
Thermal dissipation	156.96 BTU/hour (maximum) 62.78 BTU/hour (On Mode)

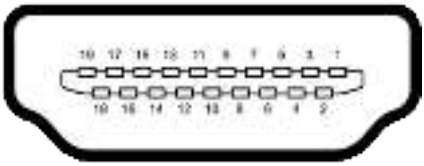
Pin assignments

DisplayPort



Pin number	20-pin side of the connected signal cable	Pin number	20-pin side of the connected signal cable
1	ML3(n)	**11**	GND
2	GND	**12**	ML0(p)
3	ML3(p)	**13**	CONFIG1
4	ML2(n)	**14**	CONFIG2
5	GND	**15**	AUX CH (p)
6	ML2(p)	**16**	GND
7	ML1(n)	**17**	AUX CH (n)
8	GND	**18**	Hot Plug Detect
9	ML1(p)	**19**	Return
10	ML0(n)	**20**	DP_PWR

HDMI port



Pin number	19-pin side of the connected signal cable	Pin number	19-pin side of the connected signal cable
1	TMDS DATA 2+	**11**	TMDS CLOCK SHIELD
2	TMDS DATA 2 SHIELD	**12**	TMDS CLOCK-
3	TMDS DATA 2-	**13**	CEC
4	TMDS DATA 1+	**14**	Reserved (N.C. on device)
5	TMDS DATA 1 SHIELD	**15**	DDC CLOCK (SCL)
6	TMDS DATA 1-	**16**	DDC DATA (SDA)
7	TMDS DATA 0+	**17**	DDC/CEC Ground
8	TMDS DATA 0 SHIELD	**18**	+5 V POWER
9	TMDS DATA 0-	**19**	HOT PLUG DETECT
10	TMDS CLOCK+		

Plug-and-Play

You can install the monitor in any Plug-and-Play-compatible system. The monitor automatically provides the computer system with its extended display identification data (EDID) using display data channel (DDC) protocols so the computer can configure itself and optimize the monitor settings. Most monitor installations are automatic; you can select different settings if desired. For more information about changing the monitor settings, see **Operating the monitor.**

LCD monitor quality and pixel policy

During the LCD monitor manufacturing process, it is not uncommon for one or more pixels to become fixed in an unchanging state which are hard to see and do not affect the display quality or usability. For more information on LCD Monitor Pixel Policy, see Dell support site at: **https://www.dell.com/pixelguidelines**.

Ergonomics

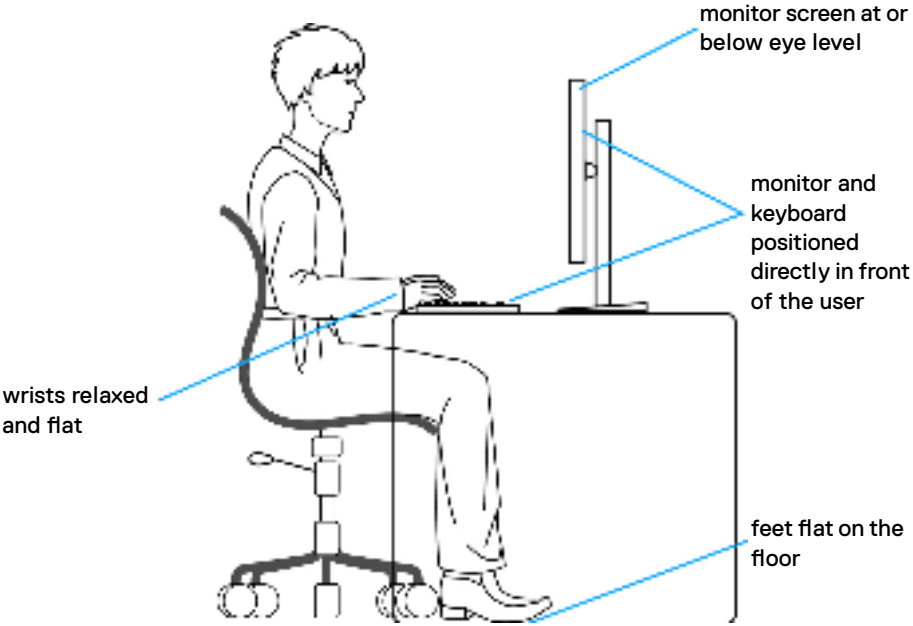
△ CAUTION: Improper or prolonged usage of keyboard may result in injury.

△ CAUTION: Viewing the monitor screen for extended periods of time may result in eye strain.

For comfort and efficiency, observe the following guidelines when setting up and using your computer workstation:

- Position your computer so that the monitor and keyboard are directly in front of you as you work. Special shelves are commercially available to help you correctly position your keyboard.
- To reduce the risk of eye strain and neck/arm/back/shoulder pain from using the monitor for long periods of time, we suggest you to:
  1. Set the screen about 20 to 28 in. (50-70 cm) from your eyes.
  2. Blink frequently to moisten or rewet your eyes when working with the monitor.
  3. Take regular and frequent breaks for 20 minutes every two hours.
  4. Look away from your monitor and gaze at a distant object at 20 feet away for at least 20 seconds during the breaks.
  5. Perform stretches to relieve tension in the neck/arm/back/shoulders during the breaks.
- Make sure that the monitor screen is at eye level or slightly lower when you are sitting in front of the monitor.
- Adjust the tilt of the monitor, its contrast, and brightness settings.
- Adjust the ambient lighting around you (such as overhead lights, desk lamps, and the curtains or blinds on nearby windows) to minimize reflections and glare on the monitor screen.
- Use a chair that provides good lower-back support.
- Keep your forearms horizontal with your wrists in a neutral, comfortable position while using the keyboard or mouse.
- Always leave space to rest your hands while using the keyboard or mouse.
- Let your upper arms rest naturally on both sides.
- Ensure that your feet are resting flat on the floor.
- When sitting, make sure that the weight of your legs is on your feet and not on the front portion of your seat. Adjust your chair's height or use a footrest if necessary to maintain a proper posture.
- Vary your work activities. Try to organize your work so that you do not have to sit and work for extended periods of time. Try to stand or get up and walk around at regular intervals.

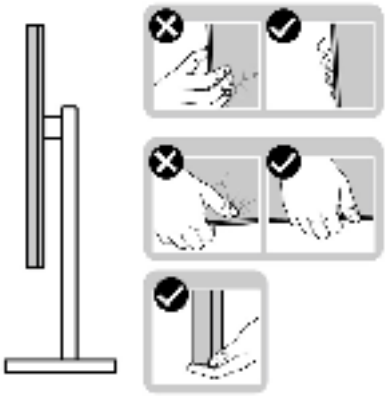
- Keep the area under your desk clear of obstructions and cables or power cords that may interfere with comfortable seating or present a potential trip hazard.



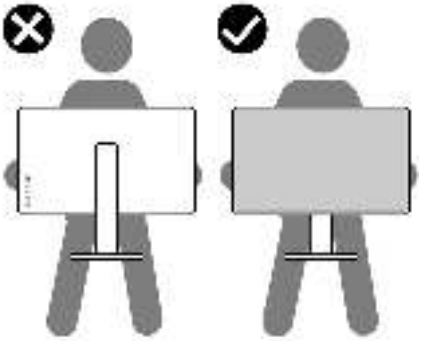
Handling and moving your display

To ensure the monitor is handled safely when lifting or moving it, follow the guidelines mentioned below:

- Before moving or lifting the monitor, turn off your computer and the monitor.
- Disconnect all cables from the monitor.
- Place the monitor in the original box with the original packing materials.
- Hold the bottom edge and the side of the monitor firmly without applying excessive pressure when lifting or moving the monitor.

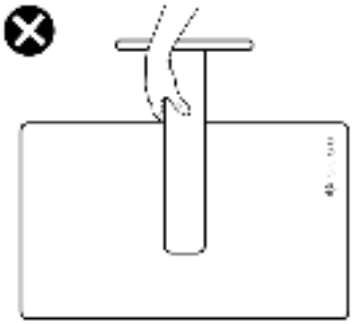


- When lifting or moving the monitor, ensure the screen is facing away from you and do not press on the display area to avoid any scratches or damage.



- When transporting the monitor, avoid any sudden shock or vibration to it.

- When lifting or moving the monitor, do not turn the monitor upside down while holding the stand base or stand riser. This may result in accidental damage to the monitor or cause personal injury.



Maintenance guidelines

Cleaning your monitor

CAUTION: Read and follow the Safety instructions before cleaning the monitor.

WARNING: Before cleaning the monitor, unplug the monitor power cable from the electrical outlet.

For best practices, follow the instructions in the list below when unpacking, cleaning, or handling your monitor:

- Use a clean cloth that is slightly dampened with water to clean the stand assembly, the screen, and the chassis of your Dell monitor. If available, use a screen-cleaning tissue or solution suitable for cleaning Dell monitors.
- After cleaning the surface of the table, ensure that it is thoroughly dry and free from any moisture or cleaning agent before placing your Dell monitor on it.

CAUTION: Do not use detergents or other chemicals such as benzene, thinner, ammonia, abrasive cleaners, alcohol or compressed air.

CAUTION: Using chemicals for cleaning may cause changes in the appearance of the monitor, such as color fading, milky film on the monitor, deformation, uneven dark shade, and peeling of screen area.

WARNING: Do not spray the cleaning solution or even water directly on the surface of the monitor. Doing so will allow liquids to accumulate at the bottom of the display panel and corrode the electronics resulting in permanent damage. Instead, apply the cleaning solution or water to a soft cloth and then clean the monitor.

NOTE: Monitor damages due to improper cleaning methods and the use of benzene, thinner, ammonia, abrasive cleaners, alcohol, compressed air, detergent of any kind will lead to a Customer Induced Damage (CID). CID is not covered under the standard Dell warranty.

- If you notice white residual powder when you unpack your monitor, wipe it off with a cloth.
- Handle your monitor with care as a darker-colored monitor may get scratched and show white scuff marks more than a lighter-colored monitor.
- To help maintain the best image quality on your monitor, use a dynamically changing screen saver and turn off your monitor when not in use.

Setting up the monitor

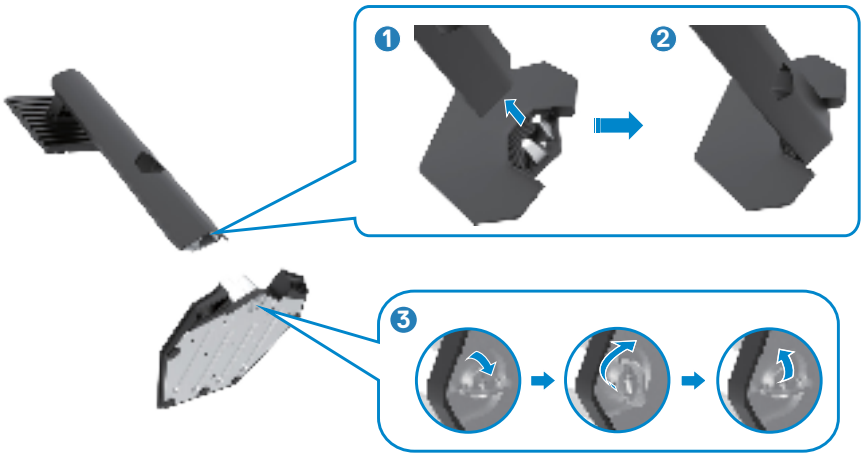
Connecting the stand

NOTE: The stand riser and stand base are detached when the monitor is shipped from the factory.

NOTE: The following instructions are applicable only for the stand that was shipped with your monitor. If you are connecting a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

To attach the monitor stand:

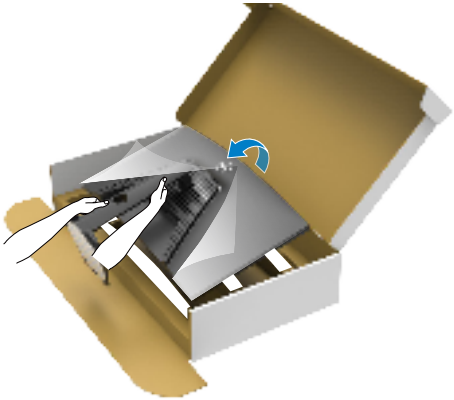
1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Close the screw handle.



4. Open the protective cover on the monitor to access the VESA slot on the monitor.

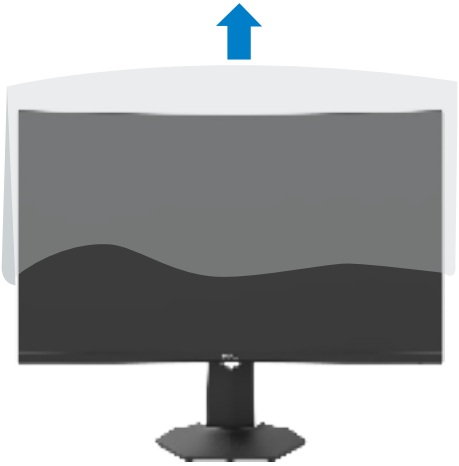
5. Slide the tabs on the stand riser into the slots on the display back cover and press down the stand assembly to snap it into place.

6. Hold the stand riser and lift the monitor carefully, then place it on a flat surface.



NOTE: Hold the stand riser firmly when lifting the monitor to avoid any accidental damage.

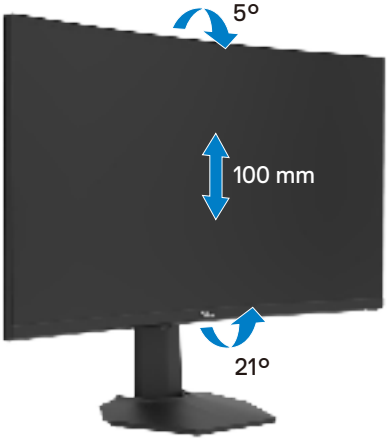
7. Lift the protective cover from the monitor.



Using the tilt and vertical extension

NOTE: The following instructions are applicable only for the stand that was shipped with your monitor. If you are connecting a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

With the stand attached to the monitor, you can tilt the monitor for the most comfortable viewing angle.



NOTE: The stand is detached when the monitor is shipped from the factory.

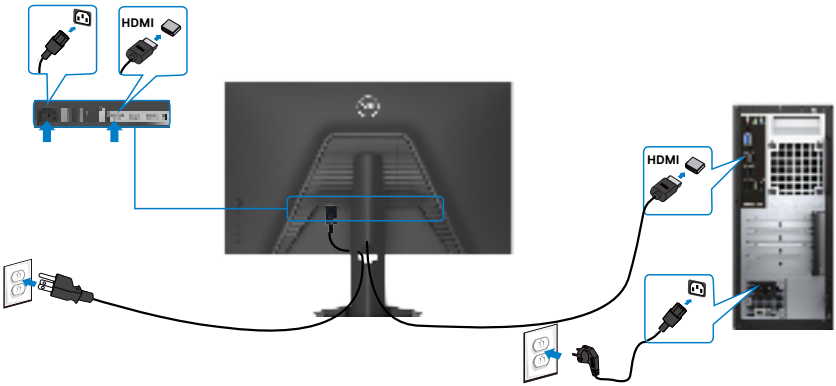
Connecting your monitor

WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.

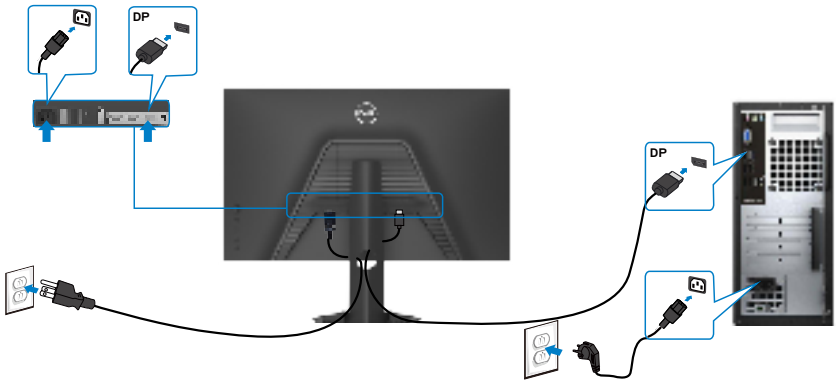
To connect your monitor to the computer:

1. Turn off your computer.
2. Connect the DisplayPort/HDMI cable from your monitor to the computer.
3. Turn on your monitor.
4. Select the correct input source from the OSD Menu and turn on your computer.

Connecting the HDMI cable



Connecting the DP cable



Organizing your cables

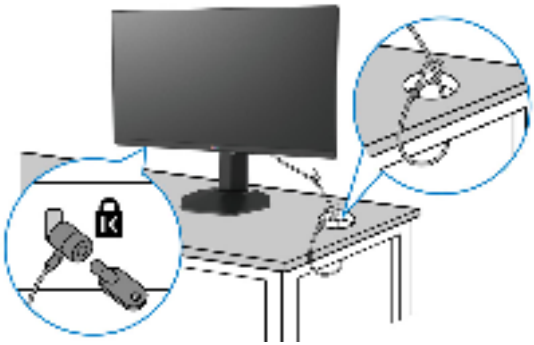
After attaching all necessary cables to your monitor and computer, (see **Connecting your monitor** for cable attachment) organize all cables as shown above.

Securing your monitor using Kensington lock (optional)

The security lock slot is located at the bottom of the monitor. (See **Security lock slot**)

For more information on using the Kensington lock (purchased separately), see the documentation that is shipped with the lock.

Secure your monitor to a table using the Kensington security lock.



NOTE: The image is for the purpose of illustration only. Appearance of the lock may vary.

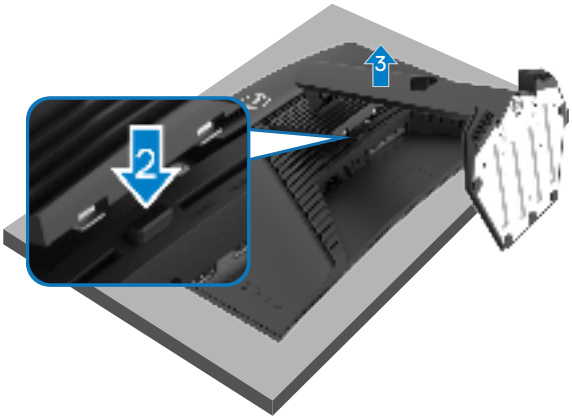
Removing the monitor stand

CAUTION: To prevent scratches on the LCD screen when removing the stand, ensure that the monitor is placed on a soft, clean surface.

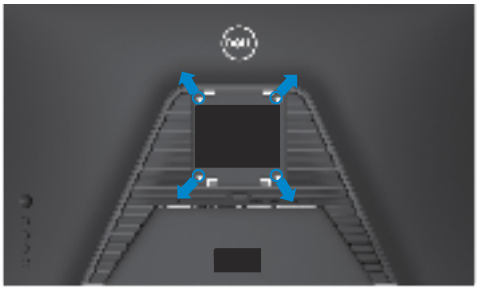
NOTE: The following instructions are applicable only for the stand that was shipped with your monitor. If you are connecting a stand that you purchased from any other source, follow the set up instructions that were included with the stand.

To remove the stand:

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Lift the stand up and away from the monitor.



Wall mounting (Optional)



NOTE: Use M4 x 10 mm screws to connect the monitor to the wall-mounting kit.

Refer to the instructions that come with the VESA-compatible wall mounting kit.

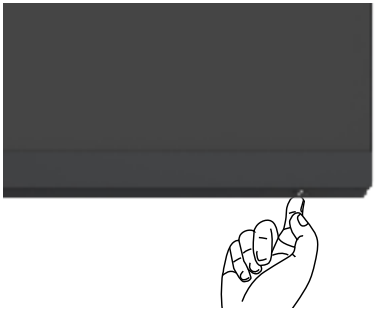
1. Place the monitor on a soft cloth or cushion on a stable, flat table.
2. Remove the stand.
3. Use a Phillips crosshead screwdriver to remove the four screws securing the plastio cover.
4. Attach the mounting bracket from the wall mounting kit to the monitor.
5. Mount the monitor on the wall as instructed in the documentation that shipped with the wall-mounting kit.

NOTE: For use only with UL or CSA or GS-listed wall mount bracket with minimum weight/load bearing capacity of 16.4 kg (36.2 lb).

Operating the monitor

Turning on the monitor

Press the button to turn on the monitor.

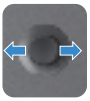


Using the joystick control

Use the joystick control on the rear of the monitor to make OSD adjustments.

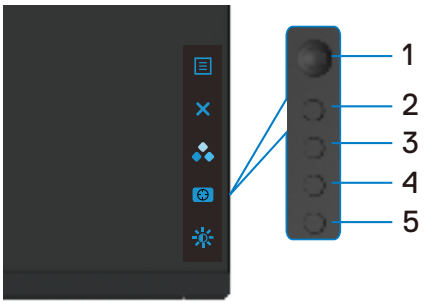
1. Press the joystick button to launch the OSD main menu.
2. Move the joystick up/down/left/right to toggle between options.
3. Press the joystick button again to confirm the settings and exit.

Joystick	Description
	• When the OSD menu is on, press the button to confirm the selection or save the settings. • When the OSD menu is off, press the button to launch the OSD main menu. See **Accessing the menu system**.

	• For 2-way (right and left) directional navigation. • Move right to enter the submenu. • Move left to exit from the submenu. • Increases (right) or decreases (left) the parameters of selected menu item.
	• For 2-way (up and down) directional navigation. • Toggles between the menu items. • Increases (up) or decreases (down) the parameters of selected menu item.

Using the rear-panel controls

Use the control buttons on the rear of the monitor to adjust the display settings. As you use these buttons to adjust the settings, an OSD shows the numeric values of each feature as they change.



The following table describes the rear panel buttons:

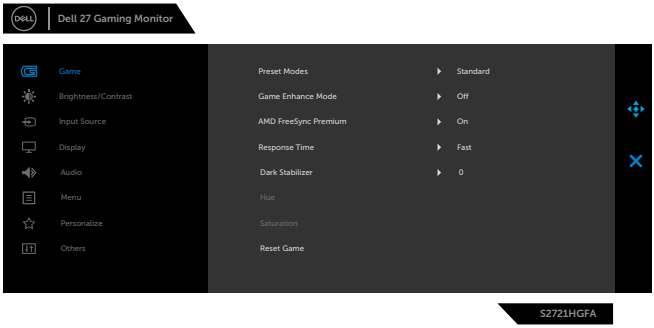
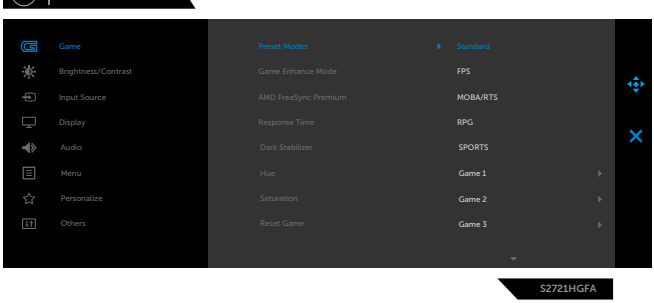
Rear-panel button		Description
1	 **Menu**	Use this **menu** button to launch the on-screen display (OSD) and select the OSD menu. See **Accessing the menu system**.
2	 **Exit**	Use this button to go back to the main menu or exit the OSD main menu.
3	 **Shortcut key: Preset Modes**	Use this button to choose from a list of preset color modes.

Rear-panel button		Description
4	**Shortcut key: Dark Stabilizer**	To directly access the **Dark Stabilizer** adjustment sliders.
5	**Shortcut key: Brightness/Contrast**	To directly access the **Brightness/Contrast** adjustment sliders.

When you press any of these buttons, the OSD Status Bar appears to let you know the current settings of some OSD functions.

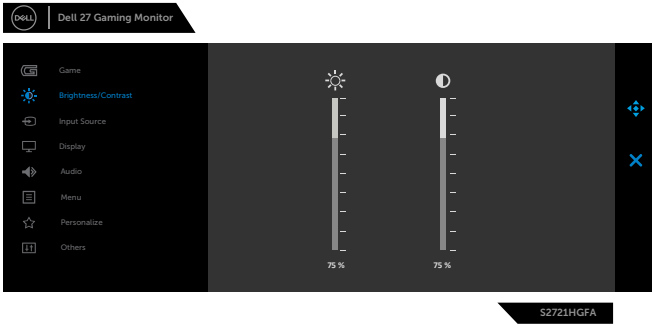
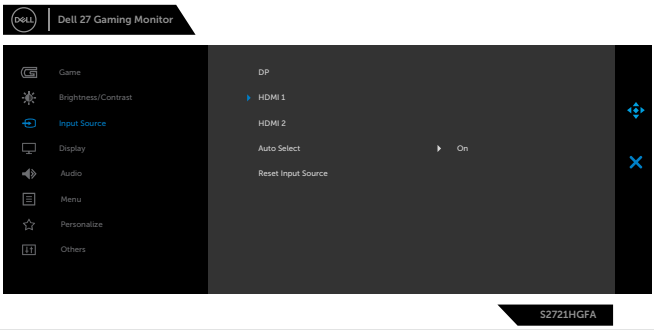
Using the On-Screen Display (OSD) menu

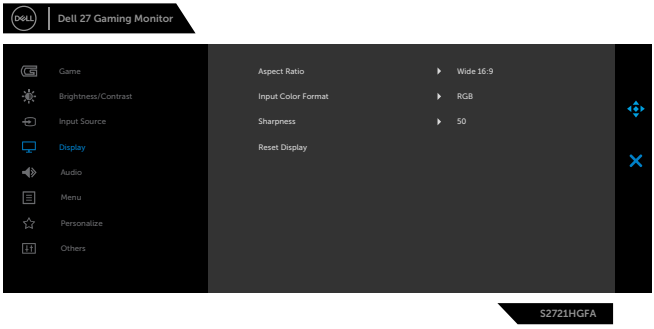
Accessing the menu system

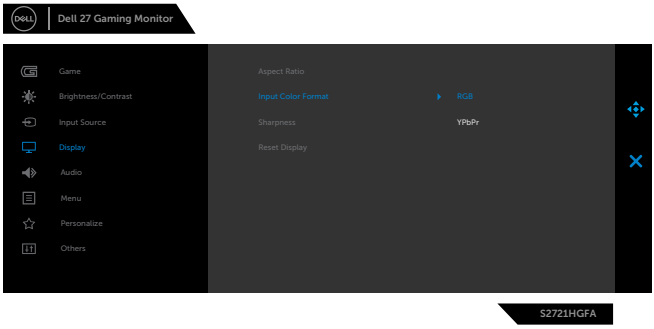
Icon	Menu and Submenus	Description
	Game	Use this menu to personalize your visual gameplay experience. 
	Preset Modes	Allows you to choose from a list of preset color modes.  • **Standard:** Default color settings. This is the default preset mode. • **FPS:** Loads color settings ideal for First-Person Shooter games. • **MOBA/RTS:** Loads color settings ideal for “Multiplayer Online Battle Arena” and “Real-time Strategy” games. • **RPG:** Loads color settings ideal for Role-Playing games. • **SPORTS:** Loads color settings ideal for “SPORTS” games. • **Game 1/Game 2/Game 3:** Allows you to customize the color settings for your gaming needs.

Icon	Menu and Submenus	Description
		• **ComfortView:** Decreases the level of blue light emitted from the screen to make viewing more comfortable for your eyes. **WARNING: The possible long-term effects of blue light emission from the monitor may cause personal injury such as digital eye strain, eye fatigue and damage to the eyes. Using monitor for extended periods of time may also cause pain in parts of body such as neck, arm, back and shoulder. For more information, see Ergonomics.** • **Warm:** Increases the color temperature. The screen appears warmer with a red or yellow tint. • **Cool:** Presents colors at higher color temperatures. The screen appears cooler with a blue tint. • **Custom Color:** Allows you to manually adjust the color settings. Move the joystick to adjust the **Gain, Offset, Hue**, and **Saturation** values and create your own preset color mode.
	Game Enhance Mode	Adjusts Game Enhance Mode to Off, Timer, Frame Rate or Display Alignment. • **Off:** Select to disable the functions under **Game Enhance Mode**. • **Timer:** Allows you to disable or enable the timer at the upper left corner of the display. The timer shows the time elapsed since the game starts. Select an option from the time-interval list to keep you aware of the remaining time. • **Frame Rate:** Selecting On allows you to display the current frames per second when playing games. The higher the rate, the smoother the motion appears. • **Display Alignment:** Activating the function may help ensure the perfect alignment of the video contents from multiple displays.
	AMD FreeSync Premium	Allows you to set the AMD FreeSync Premium On or Off.
	Response Time	Allows you to set the **Response Time** to **Fast, Super Fast**, **Extreme** or **MPRT**. **NOTE:** To turn on MPRT, source refresh rate need to be 120Hz or higher **NOTE:** When MPRT is turned on, FreeSync will be turned off. MPRT and FreeSync feature cannot be both turned on at the same time.

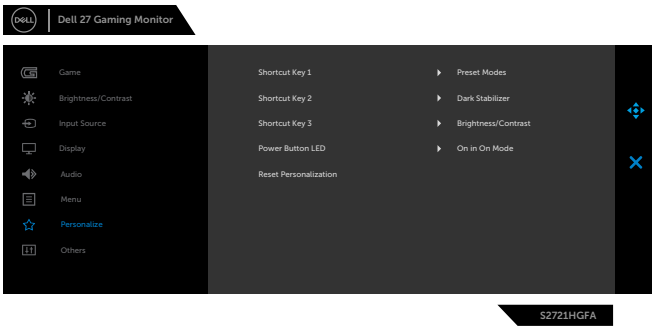
Icon	Menu and Submenus	Description
	Dark Stabilizer	The feature improves the visibility in the dark gaming scenarios. The higher the value (between 0 to 3), the better visibility in dark area of the display image.
	Hue	This feature can shift the color of the video image to green or purple. This is used to adjust the desired flesh-tone color. Use the joystick to adjust the hue from 0 to 100. Move the joystick up to increase the green shade of the video image. Move the joystick down to increase the purple shade of the video image. **NOTE:** Hue adjustment is available only for **FPS, RTS, RPG, SPORTS** mode.
	Saturation	This feature can adjust the color saturation of the video image. Use the joystick to adjust the saturation from 0 to 100. Move the joystick up to increase the colorful appearance of the video image. Move the joystick down to increase the monochrome appearance of the video image. **NOTE:** Saturation adjustment is available only for **FPS, RTS, RPG, SPORTS** mode.
	Reset Game	Resets your monitor's **Game** settings to the factory defaults.

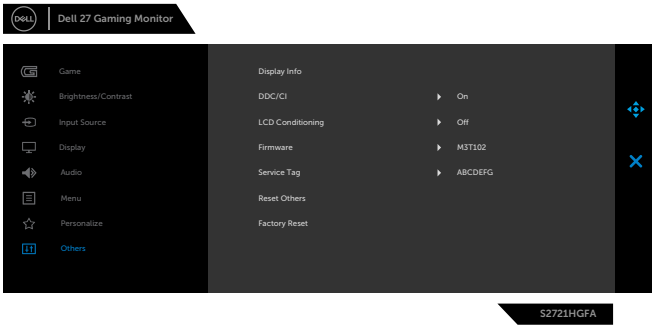
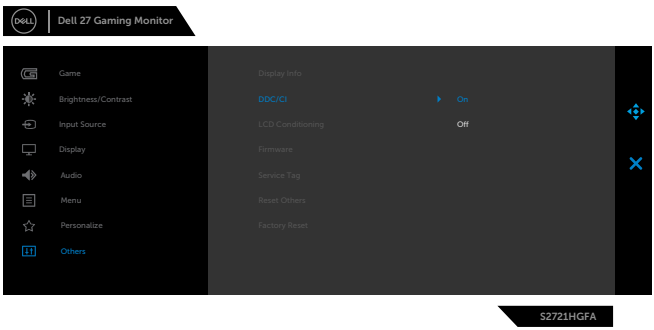
Icon	Menu and Submenus	Description
	Brightness/ Contrast	Use this menu to activate Brightness/Contrast adjustment. 
	Brightness	**Brightness** adjusts the luminance of the backlight (minimum 0; maximum 100). Move the joystick up to increase brightness. Move the joystick down to decrease brightness.
	Contrast	Adjust the **Brightness** first, and then adjust **Contrast** only if further adjustment is necessary. Move the joystick up to increase contrast and Move the joystick down to decrease contrast (between 0 and 100). The **Contrast** function adjusts the degree of difference between darkness and lightness on the monitor screen.
	Input Source	Use the **Input Source** menu to select between different video inputs that are connected to your monitor. 

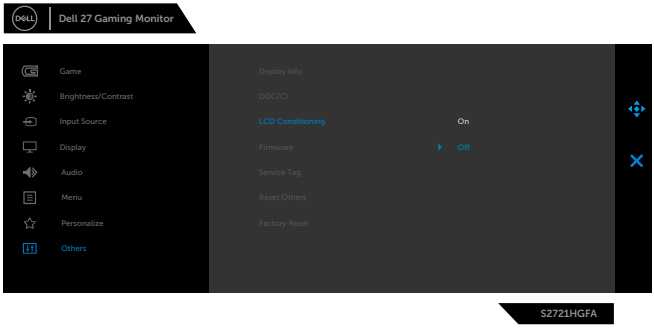
Icon	Menu and Submenus	Description
	DP	Select **DP** input when you are using the **DP** (DisplayPort) connector. Press the joystick button to confirm the selection.
	HDMI 1	Select the **HDMI 1** or **HDMI 2** input when you are using the HDMI connector. Press the joystick button to confirm the selection.
	HDMI 2	
	Auto Select	Turn on the function to allow the monitor to automatically scan for available input sources. Press the joystick button to confirm the selection.
	Reset Input Source	Resets your monitor's **Input Source** settings to the factory defaults.
	Display	Use the Display menu to adjust image. 
	Aspect Ratio	Adjust the image ratio to **Wide 16:9, 4:3** or **5:4**.

Icon	Menu and Submenus	Description
	Input Color Format	Allows you to set the video input mode to: • **RGB:** Select this option if your monitor is connected to a computer (or DVD player) using the DisplayPort or HDMI cable. • **YPbPr:** Select this option if your DVD player supports only YPbPr output. 
	Sharpness	Makes the image look sharper or softer. Move the joystick up and down to adjust the sharpness from '0' to '100'.
	Reset Display	Restores the display settings to factory defaults.
	Audio	
	Volume	Allows you to set the volume level of headphone output. Use the joystick to adjust the volume level from 0 to 100.
	Reset Audio	Restores the audio settings to factory defaults.

Icon	Menu and Submenus	Description
	Menu	Select this option to adjust the settings of the OSD, such as the languages of the OSD, the amount of time the menu remains on screen, and so on.
	Language	Set the OSD display to one of eight languages. (English, Spanish, French, German, Brazilian Portuguese, Russian, Simplified Chinese, or Japanese).
	Transparency	Select this option to change the menu transparency by moving the joystick up or down (min. 0/max. 100).
	Timer	**OSD Hold Time:** Sets the length of time the OSD remains active after you press a button. Move the joystick to adjust the slider in 1-second increments, from 5 to 60 seconds.
	Reset Menu	Restore the menu settings to factory defaults.

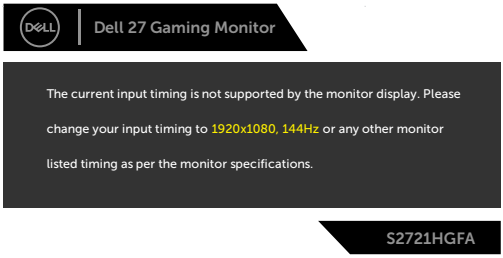
Icon	Menu and Submenus	Description
☆	**Personalize**	
	Shortcut key 1 **Shortcut key 2** **Shortcut key 3**	Select from **Preset Modes, Game Enhance Mode, AMD FreeSync Premium, Dark Stabilizer, Brightness/ Contrast, Input Source, Aspect Ratio, Volume** set as shortcut key.
	Power Button LED	Allows you to set the state of the power light to save energy.
	Reset Persona-lization	Restores shortcut keys to factory defaults.

Icon	Menu and Submenus	Description
	Others	Select this option to adjust the OSD settings such as the **DDC/CI, LCD** conditioning, and so on. 
	Display Info	Displays the monitor's current settings.
	DDC/CI	**DDC/CI** (Display Data Channel/Command Interface) allows you to adjust the monitor settings using software on your computer. Select **Off** to turn off this feature. Enable this feature for best user experience and optimum performance of your monitor. 

Icon	Menu and Submenus	Description
	LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. Select **On** to start the process. 
	Firmware	Displays the firmware version of your monitor.
	Service Tag	Displays the Service Tag. The Service Tag is a unique alphanumeric identifier that allows Dell to identify the product specifications and access warranty information. **NOTE:** The Service Tag is also printed on a label located at the back of the cover.
	Reset Others	Restores other settings, such as DDC/CI, to factory defaults.
	Factory Reset	Restores all preset values to the factory default settings.

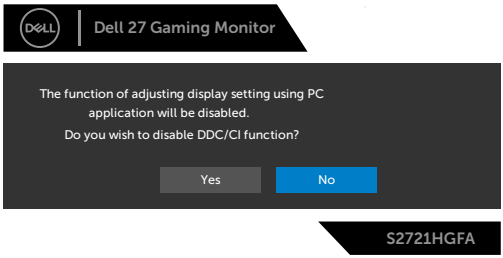
OSD warning messages

When the monitor does not support a particular resolution mode, you can see the following message:

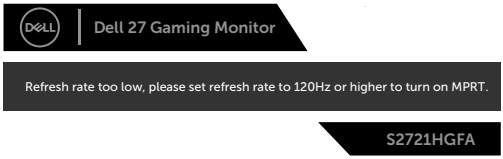


This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See **Monitor specifications** for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1920 x 1080.

You can see the following message before the DDC/CI function is disabled:



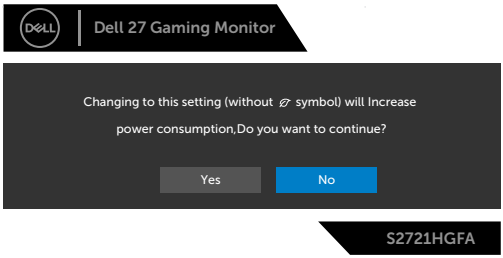
You can see the following message When **MPRT** attempt to work but the frame rate is less than 120Hz :



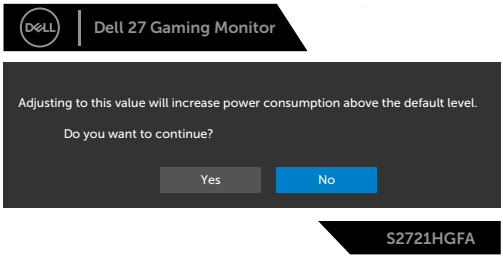
When the monitor enters the **Standby** mode, the following message will appear:

Activate the computer and wake up the monitor to gain access to the **OSD**.

Select OSD items of **On in Standby Mode** in Personalize feature, the following message will appear:

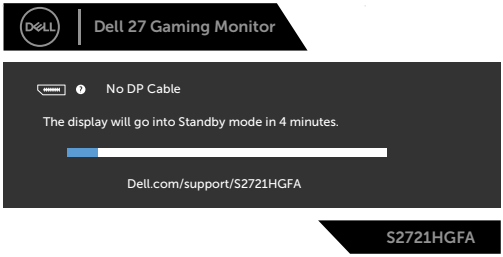


If adjust the Brightness level above the default level over 75%, the following message will appear:

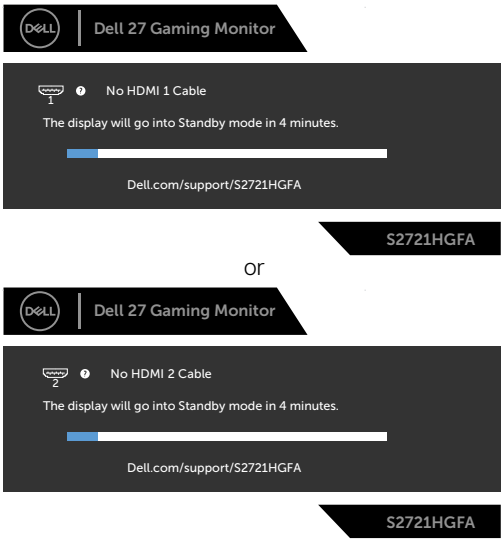


If you press any button other than the power button, the following messages will appear depending on the selected input:

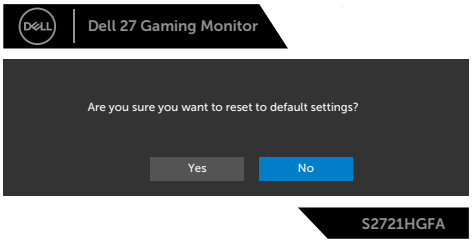
If either DisplayPort, HDMI 1 and HDMI 2 input is selected and the corresponding cable is not connected, a floating dialog box as shown below appears.



or



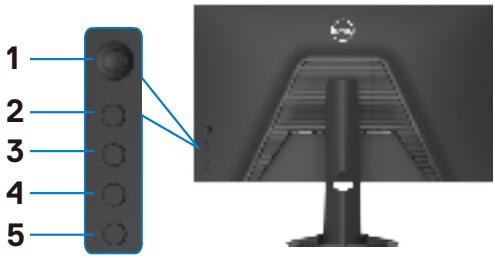
When you select OSD items of Factory Reset in Other feature, the following message will appear:



See **Troubleshooting** for more information.

Locking the rear-panel control buttons

You can lock the rear-panel control buttons to prevent access to the OSD menu and/or power button.



To lock the button(s):

1. Press and hold **Button 5** for four seconds, a menu appears on the screen.
2. Select one of the following options:
   - **Menu Buttons:** Choose this option to lock all OSD menu buttons except the Power button.
   - **Power Button:** Choose this option to lock only the Power button.
   - **Menu + Power Buttons:** Choose this option to lock all the buttons on the rear-panel control.

To unlock the button(s), press and hold **Button 5** for four seconds until a menu appears on the screen. Select the **Unlock icon** to unlock the button(s).

Setting the maximum resolution

To set the maximum resolution for the monitor:

In Windows 7, Windows 8 or Windows 8.1:

1. For Windows 8 or Windows 8.1 only, select the Desktop tile to switch to classic desktop. For Windows Vista and Windows 7, skip this step.
2. Right-click on the desktop and click **Screen Resolution**.
3. Click the Dropdown list of the **Screen Resolution** and select **1920 x 1080**.
4. Click **OK**.

In Windows 10:

1. Right-click on the desktop and click **Display Settings**.
2. Click **Advanced display settings**.
3. Click the dropdown list of **Resolution** and select **1920 x 1080**.
4. Click **Apply**.

If you do not see **1920 x 1080** as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

If you have a Dell desktop or portable computer:

- Go to **https://www.dell.com/support**, enter your service tag, and download the latest driver for your graphics card.

If you are using a non-Dell computer :

- Go to your computer manufacturer's support website and download the latest graphic drivers.
- Go to your graphics card manufacturer's website and download the latest graphic drivers.

Troubleshooting

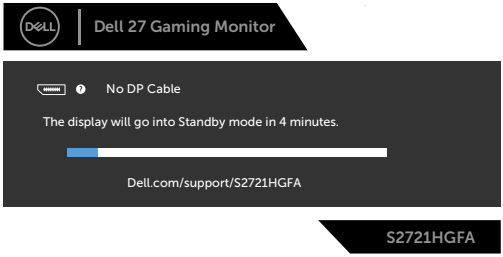
WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.

Self-test

Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

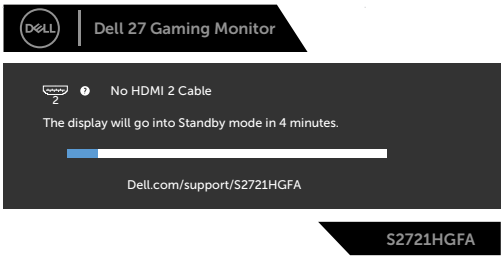
1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove all digital and the analog cables from the back of computer.
3. Turn on the monitor.

The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.



or

or

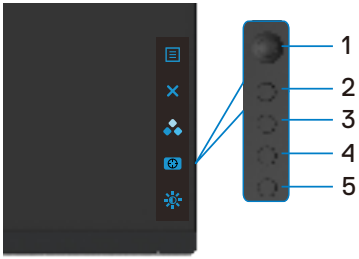


4. This box also appears during normal system operation if the video cable becomes disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

Built-in diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer and video card.



To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3. Press and hold Button 5 for 4 seconds, system will pop OSD message, select and press Button 1. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Move joystick (Button 1) to right. The color of the screen changes to red.
6. Inspect the display for any abnormalities.
7. Repeat steps 5 and 6 to inspect the display in green, blue, black, white, and text screens.

The test is complete when the text screen appears. To exit, press Button 5 again.
If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

Common problems

The following table contains general information about common monitor problems you might encounter and the possible solutions:

Common Symptoms	What You Experience	Possible Solutions
No Video/ Power LED off	No picture	· Ensure that the video cable connecting the monitor and the computer is properly connected and secure. · Verify that the power outlet is functioning properly using any other electrical equipment. · Ensure that the power button is depressed fully. · Ensure that the correct input source is selected in the **Input Source** menu.
No Video/ Power LED on	No picture or no brightness	· Increase brightness and contrast controls via OSD. · Perform monitor self-test feature check. · Check for bent or broken pins in the video cable connector. · Run the built-in diagnostics. · Ensure that the correct input source is selected in the **Input Source** menu.
Missing Pixels	LCD screen has spots	· Cycle power on-off. · Pixel that is permanently off is a natural defect that can occur in LCD technology. · For more information on Dell Monitor Quality and Pixel Policy, see Dell Support site at: **https://www.dell.com/pixelguidelines**.
Stuck-on Pixels	LCD screen has bright spots	· Cycle power On-Off. · Pixel that is permanently off is a natural defect that can occur in LCD technology. · For more information on Dell Monitor Quality and PixelPolicy, see Dell Support site at: **https://www.dell.com/pixelguidelines**.
Brightness Problems	Picture too dim or too bright	· Reset the monitor to factory settings. · Adjust brightness and contrast controls via OSD.
Safety Related Issues	Visible signs of smoke or sparks	· Do not perform any troubleshooting steps. · Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	· Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. · Reset the monitor to factory settings. · Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.

Common Symptoms	What You Experience	Possible Solutions
Missing Color	Picture missing color	· Perform monitor self-test. · Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. · Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	· Change the settings of the Preset Modes in the Color menu OSD depending on the application. · Adjust R/G/B value under Custom Color in Color menu OSD. · Change the Input Color Format to PC RGB or YPbPr in the Color menu OSD. · Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	· Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in Windows Power Options or Mac Energy Saver setting. · Alternatively, use a dynamically changing screensaver.

Product specific problems

Problem	What you experience	Possible solutions
Screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the Aspect Ratio setting in the Display menu OSD. • Reset the monitor to factory settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn off the monitor, unplug the monitor power cable, plug it back, and then turn on the monitor.
No Input Signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure the computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Connect the signal cable again, if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Appendix

FCC notices (U.S. only) and other regulatory information

For FCC notices and other regulatory information, see the regulatory compliance website located at **https://www.dell.com/regulatory_compliance**.

Contacting Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).

NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To get online monitor support content:

See **https://www.dell.com/support/monitors**.

To contact Dell for sales, technical support, or customer service issues:

1. Go to **https://www.dell.com/support**.
2. Verify your country or region in the Choose A Country/Region drop-down menu at the bottom-right corner of the page.
3. Click Contact Us next to the country dropdown.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

EU product database for energy label and product information sheet

S2721HGFA: https://eprel.ec.europa.eu/qr/1294004